

1-800-BetsOff Help Line

Monthly Activity Report

October 2016

<u>Activity</u>	<u>#</u>	<u>Ave length</u>
Hotline Calls	454	2 min
Live Chat	8	12 min

<u>Day of Week</u>	<u>Hotline</u>		<u>Live Chat</u>	
Monday	89	20%	3	38%
Tuesday	63	14%	0	0%
Wednesday	59	13%	1	13%
Thursday	68	15%	0	0%
Friday	62	14%	1	13%
Saturday	54	12%	2	25%
Sunday	59	13%	1	13%

<u>Time of Day:</u>	<u>Hotline</u>		<u>Live Chat</u>	
Midnight - 8 a.m.	32	7%	2	25%
8 a.m. - Noon	126	28%	1	13%
Noon - 4 p.m.	147	32%	4	50%
4 p.m. - 8 p.m.	95	21%	0	0%
8 p.m. - Midnight	54	12%	1	13%

Primary Reason for call	Total Calls		Iowa		Out of State and Unknown		Live Chat	
	Hotline							
Casino banning	55	12%	11	2%	44	10%	3	38%
Gambler's Anonymous info	3	1%	3	1%	0	0%	1	13%
Need local # for treatment center	1	0%	1	0%	0	0%	0	0%
Other gambling related issue/?	1	0%	1	0%	0	0%	0	0%
Treatment inquiry for self	73	16%	35	8%	38	8%	1	13%
Treatment inquiry for other	23	5%	7	2%	16	4%	2	25%
*Sub-Total	156	34%	58	13%	98	22%	7	88%
Information about line	4	1%	3	1%	1	0%	0	0%
Media/Press	0	0%	0	0%	0	0%	0	0%
Casino info/buffet, etc.	143	31%	38	8%	105	23%	0	0%
Lottery issue/question	32	7%	20	4%	12	3%	0	0%
Other (wrong #, hang up, prank, etc.)	119	26%	34	7%	85	19%	1	13%
Sub-Total	298	66%	95	21%	203	45%	1	13%
GRAND TOTAL	454	100%	153	34%	301	66%	8	100%

<u>Call Outcomes</u>	Total		Iowa		Out of State and Unknown			
	Hotline						Live Chat	
Instructed to contact casino	141	31%	38	11%	103	31%	1	11%
Provided gambling assistance/counseling	8	2%	4	1%	4	1%	2	22%
Referred to IDPH/Website	1	0%	0	0%	1	0%	0	0%
Referred to Lottery	30	6%	19	6%	11	3%	0	0%
Referred to national #/out of state source	100	22%	0	0%	100	30%	0	0%
Referred to treatment provider	43	9%	42	12%	1	0%	3	33%
Supplied requested info	14	3%	11	3%	3	1%	1	11%
Sub Total	337	73%	114	25%	223	48%	7	78%
Unable to assist	0	0%	0	0%	0	0%	0	0%
Other (wrong #, hang up, prank, etc)	125	27%	37	8%	88	19%	2	22%
Sub Total	125	27%	37	8%	88	19%	2	22%
GRAND TOTAL	462	100%	151	33%	311	67%	9	100%

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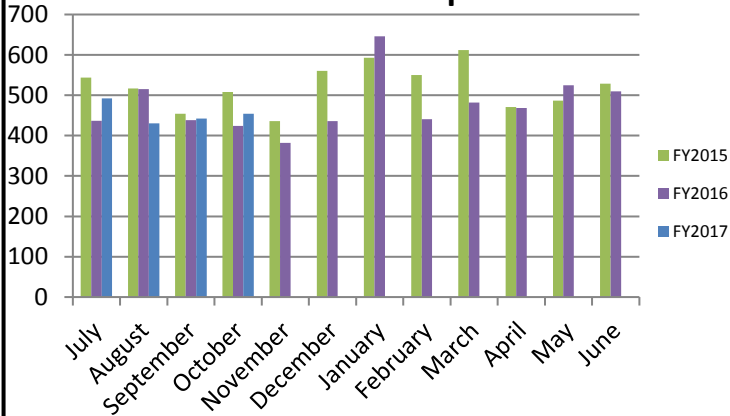
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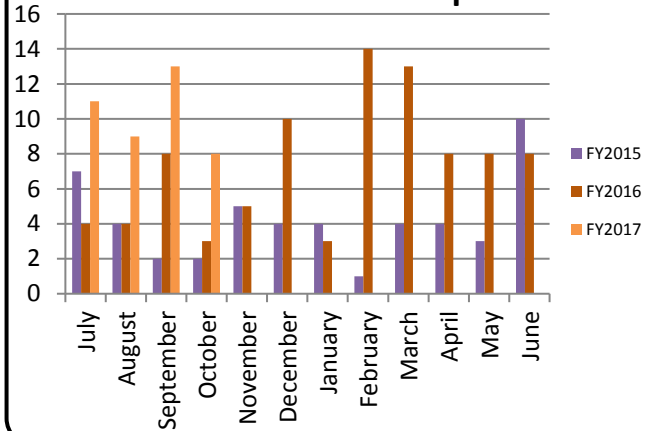
Agency detailed information

	Total Referrals			Warm Hand Off		
	Hot Line #	Live Chat #	Total	Attempted	Success	%
ADDS of Southeast Iowa	9	0	9	9	8	89%
Pathways	2	2	4	1	1	100%
Prelude	16	0	16	13	13	100%
Problem Gambling Recovery Services	0	0	0	0	0	0%
Community & Family Resources	3	0	3	3	2	67%
Family Services	3	1	4	2	2	100%
Jackson Recovery Center	2	0	2	2	0	0%
Compass Pointe	0	0	0	0	0	0%
Substance Abuse Services	7	0	7	5	4	80%
Prairie Ridge Treatment Center	1	0	1	1	1	100%
TOTAL	43	3	46	36	31	86%

Hotline SFY Comparison



Live Chat SFY Comparison



Where did you hear about hotline

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total
Not applicable	170	120	107	109									506
Billboard	8	4	4	6									22
Casino	223	228	233	244									928
Lottery	47	37	41	35									160
Radio	1	2	2	9									14
Refused to	0	0	2	5									7
TV	4	3	4	1									12
Website - Bets Off	25	24	42	34									125
Website - Other	0	1	3	5									9
Other	21	11	17	14									63